

1 BEFORE THE
2 ILLINOIS COMMERCE COMMISSION

3
4 WORKFORCE STUDY ANALYSIS OF MT.
5 CARMEL PUBLIC UTILITY
6 PUBLIC FORUM

7
8 Springfield, Illinois
9 December 23, 2008

10 Met via telephone conference, pursuant to notice,
11 at 4:00 p.m.

12 BEFORE:

13 MR. BOB BENSKO, Chief Public Forum Hearing
14 Officer

15 PRESENT:

16 MR. GENE BEYER
17 Public Utilities Bureau
18 Illinois Commerce Commission

19 MR. ERIC BRAMLET
20 Corporate Counsel
21 Mt. Carmel Public Utility

22 SULLIVAN REPORTING COMPANY, by
 Carla J. Boehl, Reporter
 Ln. #084-002710

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ERIC BRAMLET	6

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1 Gene?

2 MR. BEYER: Good afternoon. My name is Gene
3 Beyer. I am a staff member of the Public Utilities
4 Bureau at the Illinois Commerce Commission.

5 Section 4-602 of the Public Utilities
6 Act directs the Commission to conduct Work Force
7 Analysis Studies of each electric utility subject to
8 Commission jurisdiction. The electric utilities
9 include the three Ameren utilities (CILCO, CIPS and
10 IP), Commonwealth Edison Company, MidAmerican Energy
11 Company and Mt. Carmel Public Utility Company. The
12 Commission is required to present the reports to the
13 Illinois General Assembly by January 1, 2009. On
14 Wednesday, December 17, the Commission approved the
15 presentation of the reports to the General Assembly.

16 According to Section 4-602, the
17 purpose of the Work Force Study Analyses is to
18 determine the adequacy of total in-house staffing
19 levels necessary to maintain reliability and restore
20 service in each electric utility's service territory.
21 Specifically, the analyses are to present a
22 comparison of data covering the period 1995 to 2006

1 showing each electric utility's ratios of in-house
2 workers, call center employees to customer, and meter
3 service or repair to customers.

4 Let me correct something when I was
5 talking about in-house workers. It would be the
6 ratios of in-house workers to customers, then call
7 center employees to customer, and meter service or
8 repair to customers.

9 With respect to Mt. Carmel, in order
10 to minimize the cost of its compliance with Section
11 4-602, Staff asked Mt. Carmel to provide the ratio
12 data required by Section 4-602 and also to provide a
13 self-assessment of the adequacy of their electric
14 system. The reports are available on the ICC's
15 website at www.icc.illinois.gov, G-O-V, and then you
16 would click on the electric tab and then on the right
17 side of the page the ICC Reports tab. Then you will
18 find a Work Force Study Reports tab. Within that you
19 will find the Mt. Carmel Report which was placed on
20 our website on December 4 of 2008.

21 Section 4-602 of the Public Utilities
22 Act requires the Commission to also hold a public

1 hearing in each electric utility's service territory
2 to provide an opportunity for the public to comment
3 on the reports. At this time we would now like to
4 ask the Company to provide a summary and their
5 comments on the Mt. Carmel Report.

6 Eric, are you available to do that?

7 MR. BRAMLET: Yes, I am. I was just looking at
8 the report here.

9 The report we issued on November 26 of
10 2008, and it reviewed not only the Work Force
11 Analysis Statute but also Section 1-102 of the
12 Illinois Public Utilities Act. Mt. Carmel Public
13 Utility Company has tried to include in its report
14 issues regarding its full mandate of providing
15 adequate, efficient, reliable, safe and least-cost
16 services at a price which reflects the long-term cost
17 of these services to all citizens.

18 The report shows that under the Rate
19 Relief Law of 1997 that we were able to maintain a
20 reasonable work force without rate increases and that
21 during that time period that we were able to simply
22 maintain the work force simply through attrition

1 without any layoffs, that subsequent to that time we
2 have been able to hire additional personnel, that our
3 reliability report and indices have continued to
4 improve and have been satisfactory. And during this
5 time we did have a rate increase to help pay for
6 additional hiring of new personnel and that one of
7 the main focuses has been the tree trimming and
8 vegetation management. We are showing that we have
9 had fewer incidents with the tree involvement, and
10 also that our customer satisfaction surveys continue
11 to be positive and maintain a rating over 80 percent.

12 The number of in-house workers and
13 linemen through 1995 to 2006 has -- the list of
14 customers has stayed -- well, the count has actually
15 increased the last couple of years. The ratio of
16 meter service repairs has been steady and the ratio
17 of customer service representatives has also been
18 steady and has had a slight increase. And that would
19 summarize our report.

20 HEARING OFFICER BENSKO: Thank you. Is there
21 anyone in the audience that would like to make a
22 comment at this time?

1 Hearing none, are there any questions
2 that anyone would like to ask at this time? Hearing
3 none --

4 MR. BRAMLET: For the record, Dave Kendall who
5 is an employee of Mt. Carmel Public Utility Company
6 has entered the hearing.

7 HEARING OFFICER BENSKO: How do you spell his
8 last name?

9 MR. BRAMLET: K-E-N-D-A-L-L.

10 HEARING OFFICER BENSKO: And his first name is
11 David, D-A-V-I-D?

12 MR. BRAMLET: Yes, that is correct.

13 HEARING OFFICER BENSKO: David, this is Bob
14 Bensko. Do you have any statements that you would
15 like to make?

16 MR. BRAMLET: He said none for the record.

17 HEARING OFFICER BENSKO: Okay. Is there anyone
18 else that has come into the hearing at this time?

19 MR. BRAMLET: None other than what we have told
20 you, sir.

21 HEARING OFFICER BENSKO: Okay. Is there any
22 questions that anyone might have, questions about

1 procedures from the Commerce Commission or questions
2 of the Company that anyone might have at this time?
3 We would be more than happy to try and answer any
4 questions that you have. Are there any?

5 MR. BRAMLET: Not that I know of.

6 HEARING OFFICER BENSKO: Okay. If you will
7 hold on one second, I am going to put you on hold for
8 a second and then I will be right back.

9 (Pause.)

10 HEARING OFFICER BENSKO: Okay. I want to go
11 through one thing once again for, you know, if
12 everybody needs to write this down, you can go to
13 the -- get the report off the ICC's website, and I
14 will say it slowly so everybody can write it down.
15 It's [www.icc.illinois](http://www.icc.illinois.gov), spelled out, dot gov. Once
16 you get to that web page, you go to the Electricity
17 portion, and then on the right-hand side it will say
18 ICC reports. Go to the Work Force Study Report, and
19 then you can see the Mt. Carmel that was published on
20 12/4 of '08.

21 If anyone would like to submit
22 comments to me, I know sometimes people don't like to

1 speak in public and I know it is even harder
2 sometimes to speak over the telephone. So if you
3 would like to submit in writing to me, you can do
4 that. I will give you my name and address. It is
5 Robert and the last name is spelled B as in boy,
6 E-N-S-K-O, and my address is 527 East Capitol,
7 C-A-P-I-T-O-L, Avenue, Springfield, Illinois 62701.
8 And you can just send me a letter and I will make
9 that part of the record.

10 Now, this record that we have today, a
11 court reporter is making an accurate and true copy of
12 everything that is said and that will be posted also
13 to our website within ten days. So if there is no
14 other comments or questions, at this time I am going
15 to recess this public hearing.

16 Once again, I would like to apologize
17 for having to do this over the telephone today. But
18 due to the weather, I think in the best interest of
19 everyone that was going to travel down to your area,
20 and the court reporter especially, I am sure she
21 appreciates not having to drive in weather like this.
22 I apologize for having to do this over the telephone,

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and I appreciate all comments today.

Thank everyone and have a happy holiday. Merry Christmas to everyone. Thank you.

Good-bye.

PUBLIC FORUM CONCLUDED